

# Rendall Road Care Home Service

Rendall Road  
Kirkwall  
KW15 1ZS

Telephone: 01856 873 135

**Type of inspection:**  
Unannounced

**Completed on:**  
12 August 2024

**Service provided by:**  
Orkney Islands Council

**Service provider number:**  
SP2003001951

**Service no:**  
CS2003009091

## About the service

Rendall Road residential children's house(s) are situated over two properties within Orkney. The first is a new purpose-built, six bedroom detached property and is registered to accommodate four young people. The second property is a terraced house, situated in St. Margaret's Hope and is registered to accommodate two young people.

## About the inspection

This was an unannounced inspection which took place on 23 July between the hours of 10:00 and 19:00. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with and spent time in the company of five children and young people
- spoke with five members of staff and management
- observed practice and daily life
- reviewed documents
- gathered feedback from visiting professionals.

During our inspection year 2024-2025, we are inspecting against a focus area which looks at how regulated services use legislation and guidance to promote children's rights to continuing care, and how children and young people are being helped to understand what their rights to continuing care means for them. Any areas for improvement will be highlighted in this report.

**Key messages**

- Suitable assessment of staffing needs was routinely undertaken.
- The provider had made significant progress with key aspects of training for carers.
- The provider had consistently applied their admissions and matching procedures.
- We observed improvement to the physical environment.
- The provider had adopted a well considered approach to improvement planning and self evaluation.
- All mandatory training for carers should be completed timeously.

**From this inspection we evaluated this service as:**

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support children and young people's rights and wellbeing?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

## How well do we support children and young people's rights and wellbeing?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and young people and clearly outweighed areas for improvement.

At the last inspection, we made a requirement in relation to safe practices. We also identified areas for improvement. At this inspection, we considered how well the provider had responded to these and what action had been taken to improve upon the safety and wellbeing of children and young people.

The provider had, as far as was practicable, arranged for suitable night time staffing, where risk factors determined the need for waking night time carers. More recently, the provider had conducted regular risk assessment, through monthly risk management meetings, to determine the needs of all young people, including during night time hours. This meant that safety was routinely assessed and managed.

For younger children, well considered supports were in place, including at bedtimes, when stress and anxiety could impact their ability to settle for the night. Story telling, dreamcatchers and familiar faces, helped the children at Braeburn Court to feel safe and secure. For young people, whose sleep-wake cycles discouraged positive daily routines, carers supportively challenged the reluctance of those young people to engage in meaningful daily activity. Carers continued to explore ways in which young people could be supported to move forward in their lives.

Since the last inspection, the provider had routinely implemented their admissions and matching procedure. Review of this demonstrated that detailed information was sought and recorded about any young people coming to live at Rendall Road. However, during our sampling of records, we noted the absence of information used to determine the impact on existing young people. We advised the provider to ensure all aspects of the process are completed and recorded. In the interest of transparency, this should also be done retrospectively, should young people arrive on an emergency basis.

At the last inspection, the provider was required to ensure that all staff received training to standardise approaches to managing behaviours. They were also required to provide trauma informed practice training. We found significant progress had been made to ensure that all core members of staff and the majority of relief carers, had been trained in the use of Promoting Positive Behaviour (PPB). As an accepted framework, PPB encouraged safer practices, where improved relationships, underpinned good outcomes for children and young people.

The importance of all carers receiving this training was highlighted in a notification to the Care Inspectorate, when an allegation was made by a young person living in the service. Detailed investigation of their complaint, provided assurance of children and young people's safety and wellbeing. Upon conclusion of the investigation, proactive measures were identified and implemented to ensure good practice and continued learning for managers and carers.

The provider's focus on training was further demonstrated by the commitment to securing trauma informed practice training. This helped to support a safe and nurturing environment, where more responsive strategies promoted children and young people's wellbeing. Similarly, by developing PPB trainers within the team, there were opportunities for regular inputs at team meetings, where practice and reflection supported consistent approaches.

We also reviewed wider aspects of training and although some carers had completed mandatory courses, others had not. Although we accepted that specific training was the priority, the provider should ensure that all carers refresh mandatory training in a timely manner. This will form an area for improvement (Area for improvement 1).

We reviewed levels of staff support for children and young people. Stability, in the group of carers and close working relationships with key partners, offered opportunities for focused work with individual children and young people and this helped to progress their care plans.

Young people living in Rendall Road had well developed social networks, while the younger children at Braeburn Court required creative and thoughtful support to develop and sustain positive connections. By having the correct levels of support, children and young people were encouraged to be active participants in their local communities. For example, involvement of children at summer camp meant that through positive risk assessment, those children flourished. A commitment to work experience also allowed some young people to fund items to support their interests.

We joined young people for tea. Home cooked food, prepared by carers, was appreciated. This was a relaxed, social situation for young people, where mealtimes offered the chance to share experiences, as carers listened to young people discussing how they spent their day and what plans they had for the evening.

We visited Braeburn Court. We were pleased to observe the improvements to the physical environment and to hear from the children about how they were supported to choose personal items and paint colour schemes for their bedrooms. The house presented as fresh and well decorated, offering a respectful and welcoming home for the children.

Since the last inspection, the provider had adopted a more considered approach to improvement planning and self evaluation. With clear evidence of involvement from senior leaders and partners, more robust quality monitoring was being developed. The language and style of recording the service improvement plan, helped to more clearly evidence the priorities for improving outcomes for children and young people.

## Areas for improvement

1. To ensure children and young people receive high quality care and support, the provider should ensure that all aspects of mandatory training are completed by carers.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 10 November 2023, the provider must ensure the safety and wellbeing of all young people. To do this, the provider must at a minimum:

- a) ensure there is a waking nightshift carer each night, in line with risk assessment and where known risk has the potential to cause harm.
- b) ensure that in each instance, the process for referral and admission to the service is robustly managed and that all known information is submitted through this process, prior to a young person's arrival.
- c) ensure that all carers receive training appropriate to the work they are to perform. This must include, but is not limited to, implementing training to standardise approaches to managing behaviours and trauma informed practice.

This is to comply with Regulation 4(1)(a)(b) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS, 3.20) and 'I use a service and organisation that are well led and managed' (HSCS, 4.23).

**This requirement was made on 17 November 2023.**

#### Action taken on previous requirement

The provider had secured, as far as was practicable, suitable night time supports where risk assessment had shown the need for waking night shift carers.

Our review of assessment for the arrival of young people to Rendall Road, confirmed that detailed information was received about young people and this helped to inform initial supports.

All core members of staff and the majority of relief carers had received training in PPB and trauma informed practices. These were specifically identified as being required and despite there being other aspects of training which were outstanding for staff, we were satisfied that this requirement had been met.

**Met - outwith timescales**

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To ensure young people are supported to make informed decisions about their lives, the provider should reflect on their practice and consider how to more fully support young people to become confident young adults, who make good choices to support their wellbeing.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'I am supported to participate fully as a citizen in my local community, in the way that I want' (HSCS 1.10).

**This area for improvement was made on 17 November 2023.**

#### Action taken since then

We reviewed plans for young people's care and support and acknowledged the partnership approach to meeting their needs. This ensured young people were supported in their choices and decisions, through agreed practices.

This area for improvement has been met.

#### Previous area for improvement 2

To ensure a positive experience of group living, where young people share experiences and learn from each other, the provider should promote a culture of eating together and valuing the home cooked foods prepared by carers. This will help young people to develop a positive approach to food preparation and the social aspects of eating with others.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible' (HSCS 1.35).

**This area for improvement was made on 17 November 2023.**

#### Action taken since then

We found a much improved and more consistent approach to mealtimes.

This area for improvement has been met.

#### Previous area for improvement 3

To ensure children and young people experience a quality living environment, where their individual needs and wishes are met, the provider should optimise space and maintain the home to a high standard.

This is to ensure that care and support is consistent with Health and Social Care Standards which state that: 'I can use an appropriate mix of private and communal areas, including accessible outdoor space, because the premises have been designed or adapted for high quality care and support (HSCS 5.1).

This area for improvement was made on 17 November 2023.

## Action taken since then

The quality of the environment had been significantly improved since the last inspection.

This area for improvement has been met.

## Previous area for improvement 4

To promote improved outcomes for all children and young people, the provider should ensure effective improvement planning and self evaluation. This should include consultation with children and young people and should seek to address requirements and areas for improvement arising from this inspection.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7) and 'I use a service and organisation that are well led and managed' (HSCS 4.23).

This area for improvement was made on 17 November 2023.

## Action taken since then

The provider had developed the approach to improvement planning and self evaluation, taking account of the views of all involved with the service. Plans had addressed the requirement and areas for improvement from the last inspection.

This area for improvement has been met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support children and young people's rights and wellbeing?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	4 - Good

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